COOP

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COOP is a 3rd party application hosted by DTS that is used by State Agencies to collect, store and analyze plans for dealing with disasters that impact the state's ability to deliver services. It uses Microsoft IIS and SQL Server.

The hours of support required for COOP are listed below.

Application	Support Hours	Days of Week
Document Storage	0700-1800 On-call after hours	Monday – Friday On-call weekends and Holidays
Resource Manager	0700-1800 On-call after hours	Monday – Friday On-call weekends and Holidays

Product Features and Descriptions

Feature	Description
Document Storage	Storage of emergency planning documents.
Resource Manager	Tracks resources available to the state in an emergency.
Up Time	COOP is required to be up and operational 24x7.
Application Help Desk	DTS support includes front-line application help desk.
Security	Because this system provides access to emergency response information, encrypted access and firewall protection must be provided.

Features Not Included

Feature	Explanation
User Training	DTS support does not include the updating of user training manuals or user training. Homeland Security has a training group that provides this service.

Rates and Billing

Feature	Description	Base Rate
Enhancements and Upgrades	Application Enhancements and upgrades are provided via maintenance contract with 3rd party vendors. System Administrators are required to deploy enhancements and upgrades as provided from Vendor.	See DTS Infrastructure Server Support product
Network Support	Monitoring, troubleshooting and support to ensure uptime and sufficient performance.	See DTS Infrastructure Network Support product
Database Support	Database Support	See DTS Database Support product
Hosting Support	Hosting Services	See DTS Enterprise Hosting Rate
Desktop Support	DTS provides desktop services for government-owned desktop devices that reside in the customer environment and access the State's business systems.	See DTS Desktop Support product
Security	Provide and ensure firewall protection, encrypted access and that necessary physical controls are in place.	See security rate
Backups	Backup are run nightly	See DTS Backup product

Ordering and Provisioning

DPS users and/or DTS support personnel report application problems, desired features and enhancements. These requests will be forwarded to 3rd party vendors.

DTS Responsibilities

o Application Enhancements and upgrades are provided via maintenance contract with3rd party Vendors. System Administrators are required to deploy enhancements upgrades as provided from third party Vendors.

o Define technical requirements for upgrades and enhancements.

o   Monitoring, troubleshooting and support to ensure sufficient performance, and uptime.

Agency Responsibilities

o   Define business requirements for changes being requested.

o   Update training manuals to reflect changes being made to the application. Train Homeland Security users as necessary.

o   Distribute release notes provider from third party vendor.

DTS Service Levels and Metrics

In an effort to improve service to our customer agencies, DTS will measure and report on the following enterprise metric goals:

- Application Availability
- Resolution Time
- Initial Response
- First Contact Resolution
- Customer Satisfaction Surveys

Application Availability:

Application availability measures DTS' efforts to ensure agency key business applications meet the percent of availability goals identified in the agency Service Level Agreements (SLA). DTS will determine application availability based upon the collective measurement of the configuration items (both hardware and software) which are determinant to supporting the agency business services applications. These metrics will be reported each month by agency with a cumulative report showing DTS' efforts over several months and posted to the DTS Metrics web page at http://dts.utah.gov/metrics/index.php.

Metric Description	Target
COOP	98%

Since COOP is critical to the function of Emergency Management, the following metrics will be monitored:

- Minimum requirements are 98% uptime, with a goal of 99.99%. This will be measured by DTS monitoring system.
- COOP releases are deployed on a time-line agreed on by DPS, DTS, and the Application Vendor.

Resolution Time:

Resolution time measure DTS' efforts to resolve customer incidents within the timelines set below based upon urgent, high, medium and low priorities. These metrics will be reported each month, by agency, with a cumulative report showing DTS' efforts over several months. These reports will then be posted on the DTS Metrics web page at: http://dts.utah.gov/metrics/index.php.

Total Time to Resolution	Target: Percent of Tickets Meeting Priority Timelines
Low priority - 6 Business hours	90%
Medium priority - 4 Business hours	90%
High priority – 3 Clock hours	90%
Critical priority - 3 Clock hours	90%

Initial Response:

Initial response measure DTS' efforts to respond to customer incidents within the timelines set below based upon urgent, high, medium and low priorities. These metrics will be reported each month by agency with a cumulative report showing DTS' efforts over several months. These reports will then be posted on the DTS Metrics web page at: http://dts.utah.gov/metrics/index.php.

Time to Initial Response	Target: Percent of Tickets Meeting Priority Timelines
Low priority – 1 Business hour	85%
Medium priority – 1 Business hour	85%
High priority – 1 Clock hour	90%
Critical priority – 30 Clock minutes	95%

First Contact Resolution:

First contact resolution measures DTS' efforts to resolve customer incidents on initial contact with either our help desk or a technical specialist. These metrics will be reported each month, by agency, with a cumulative report showing DTS' efforts over several months. These reports will then be posted on the DTS Metrics web page at http://dts.utah.gov/metrics/index.php.

Metric Description	Target
First Contact Resolution	**75% of all incidents reported resolved on initial contact**

Customer Satisfaction Surveys and Reporting:

All users/customers whose technical incidents are resolved by DTS staff will be given the opportunity to respond to an on-line survey regarding their level of satisfaction with the support received from DTS. Responding to the survey is voluntary.

The chart below identifies DTS enterprise goals for customer satisfaction. Cumulative monthly reports will be created displaying the customer's level of satisfaction with DTS support. These reports will then be posted on the DTS Metrics web page at http://dts.utah.gov/metrics/index.php.

Customer Satisfaction Target

Metric Description	Target

| Average level of satisfaction with resolution efforts | ≥ 4.5 on a scale of 0 - 5 |
| Percentage of respondents expressing satisfaction (vs. dissatisfaction) | 93% of respondents satisfied |